

DHHS (8000) BUDGET

DEPT: DHHS

UNIT NO. 8000
FUND: General – 0001**Budget Summary**

Category	2016 Budget	2016 Actual	2017 Budget	2018 Budget	2018/2017 Variance
Expenditures					
Personnel Costs	\$24,285,257	\$28,964,440	\$25,858,859	\$29,858,572	\$3,999,713
Operation Costs	\$44,196,441	\$63,963,503	\$75,239,998	\$63,506,734	(\$11,733,264)
Debt & Depreciation	\$0	\$0	\$0	\$0	\$0
Capital Outlay	\$95,000	\$476,808	\$95,030	\$95,652	\$622
Interdept. Charges	\$14,819,143	\$11,050,668	\$12,771,566	\$9,083,752	(\$3,687,814)
Total Expenditures	\$83,395,841	\$104,455,419	\$113,965,453	\$102,544,710	(\$11,420,743)
Revenues					
Direct Revenue	\$4,147,831	\$2,918,923	\$6,674,298	\$4,450,029	(\$2,224,269)
Intergov Revenue	\$62,958,076	\$85,039,149	\$91,754,759	\$86,024,141	(\$5,730,618)
Indirect Revenue	\$0	\$750,000	\$0	\$0	\$0
Total Revenues	\$67,105,907	\$88,708,073	\$98,429,057	\$90,474,170	(\$7,954,887)
Tax Levy	\$16,289,934	\$15,747,347	\$15,536,396	\$12,070,540	(\$3,465,856)
Personnel					
Full-Time Pos. (FTE)	293.5	284	324.7	329	4.3
Seas/Hourly/Pool Pos.	0	0	0	0	0
Overtime \$	\$529,392	\$1,413,275	\$309,840	\$602,796	\$292,956

Department Mission and Vision:

Vision: Together, creating healthy communities

Mission: Empowering safe, healthy and meaningful lives

Department Description:

The Department of Health and Human Services (DHHS) includes the following program areas:

- Director's Office & Management Services Division
- Delinquency and Court Services Division
- Disabilities Services Division
- Housing Division

The Behavioral Health Division (BHD) is reported separately in Organizational Unit 6300.

DHHS (8000) BUDGET

DEPT: DHHS

UNIT NO. 8000
FUND: General – 0001

Major Changes in FY 2018:

- For 2018, both the fringe benefit and crosscharge allocation methodologies were modified. Active and legacy fringe and crosscharges are now budgeted centrally with the exception of certain DHHS programs that draw down State and federal revenue.
- For 2018, personal services increases by \$3,999,713 due to an increase in salaries and overtime of \$1,707,986 and active and legacy fringe of \$2,291,727 (allocated to certain programs with revenue offsets).
- The budget adds a net total of 4.3 FTEs which reflects 4.33 FTEs carried forward into 2018 as a result of 2017 mid-year create actions, three FTEs created in the 2018 budget as well as three vacant positions that are abolished in 2018.
- Overall, operational costs within the DHHS budget decrease by a net \$11,733,264. This reflects reduced expenditures of \$5.3 million related to the State transition of the autism benefit to Medicaid card services as part of the Children's Long Term Support (CLTS) Program, \$3.4 million for State juvenile corrections charges, \$3.9 million in contract adjustments and an increase of \$864,000 for the implementation of a case management system for DHHS.
- Net crosscharges and abatements decrease by \$3,687,814 primarily as a result of the new crosscharge allocation methodology.
- Total revenues decrease by a net \$8 million primarily due to reductions of \$5.3 million in the CLTS Program, \$2.1 million in Medicaid revenue related to the Delinquency and Court Services Division's (DCSD) Residential Treatment Center, \$1.2 million in Youth Aids revenue and an increase of \$600,000 in federal revenue in the Housing Division.
- Through a collaborative effort with the Milwaukee County Circuit Court, BHD and a number of other stakeholders, the Housing Division will assist in an effort to safely reduce the County's jail population by diverting individuals with mental health and substance abuse issues to prevention alternatives. This approach will allow data to be shared across agencies and provide law-enforcement with enhanced resources and alternatives other than arrest and jail.
- The budget includes a new Housing First Tenant-Based Rent Assistance grant of nearly \$600,000 for chronically homeless individuals and families. This grant award from HUD is anticipated to provide rent assistance for approximately 62 new households. In addition, the Housing Division is transitioning the Safe Haven Program to a new Housing First Permanent Housing Project. This project will place at least 40 homeless individuals into scattered site housing of their choice with case management attached. HUD funding for the new initiative will be about \$400,000 which is the same amount previously awarded to Safe Haven.
- In collaboration with Milwaukee Wraparound, the Delinquency and Court Services Division (DCSD) will open a 24-bed, staff-secure Residential Treatment Center (RTC) that will serve as a "step down" program for high-risk delinquent youth discharged from the Milwaukee County Accountability Program (MCAP) or juvenile corrections and who are in need of additional treatment in a structured residential program. The RTC will be phased-in throughout 2018 and is funded by a combination of Medicaid and Youth Aids revenue.
- Based on the continued decline in the placement of youth to the State operated juvenile institutes, the budget assumes an Average Daily Population (ADP) of 55 which reflects a reduction of 32 compared to the 2017 Budget resulting in a reduction in expenses of \$3.4 million.

DHHS (8000) BUDGET

DEPT: DHHS

UNIT NO. 8000
FUND: General – 0001

Strategic Program Area 1: Director's Office & Management Services

Service Provision: Administrative

Strategic Outcome: High Quality, Responsive Services

What We Do: Activity Data			
Activity	2016 Actual	2017 Budget	2018 Budget
Home Energy Households Applied*	67,083	65,000	65,000
211 Impact Customer Contacts	156,416	150,000	150,000
Quality Assurance Reviews Conducted	32	33	33

*These figures reflect the federal fiscal year and current funding of the Low Income Home Energy Assistance Program.

How We Do It: Program Budget Summary					
Category	2016 Budget	2016 Actual	2017 Budget	2018 Budget	2018/2017 Var
Expenditures	\$3,200,691	\$3,665,288	\$3,343,510	\$3,549,633	\$206,123
Revenues	\$2,837,598	\$3,816,801	\$2,953,389	\$3,177,556	\$224,167
Tax Levy	\$363,093	(\$151,513)	\$390,121	\$372,077	(\$18,044)
FTE Positions	20	20	21	21	0

How Well We Do It: Performance Measures			
Performance Measure	2016 Actual	2017 Budget	2018 Budget
% Of Programs Targeted for Transition (i.e., in baseline phase) to be Transitioned to Performance-Based Contract	New for 2017	80%	80%
% Of Complete Invoices Approved within 5 Business Days	New for 2017	80%	80%
% Of Annual CPA Audit Reports for which all Compliance Issues are Addressed within 6 Months of Audit Receipt	New for 2017	90%	90%
% Of All Complete Requests for New Service Provider	New for 2017	80%	80%

Strategic Overview:

The Director's Office and Management Services provide administrative guidance, accounting support, and contract oversight to all DHHS program areas. This area is also responsible for managing service contracts related to Home Energy and 211-IMPACT.

The Marcia P. Coggs Center building is maintained by the Department of Administrative Services - Facilities Management Division.

DHHS (8000) BUDGET

DEPT: DHHS

UNIT NO. 8000
FUND: General - 0001

Strategic Implementation:

Wisconsin Home Energy Assistance Program (WHEAP)

The WHEAP is funded by the State Department of Energy, Housing and Community Relations (DEHCR) and is operated by Milwaukee County utilizing two subcontractors, Community Advocates and UMOS, along with three county employees co-located at the agencies and managed by DHHS Contract Administration. In 2017, the program expanded from four to six sites providing customers with more access points to apply for energy assistance throughout the community.

The total number of energy assistance applications increased from 60,720 in 2015 to 67,083 in 2016 and an estimated 65,000 is anticipated for both 2017 and 2018.

WHEAP receives funding from the federal Low Income Home Energy Assistance Program (LIHEAP) which is recommended for elimination under the President's proposed federal budget. DHHS will continue to monitor the progress of the federal budget with the assistance of DEHCR.

211-Impact Contract

The 211-IMPACT contract is funded by DHHS with \$388,162 in tax levy which includes \$50,000 from Housing for its coordinated entry for homeless services as well as \$41,838 in Energy revenue for a total of \$430,000. This is the same level of funding 211-Impact received from DHHS in 2017. BHD's budget includes \$150,000 which will be executed under a separate contract with 211-Impact.

Revenue Adjustment

Based on actual experience and anticipated revenues from provider audits, audit recovery revenue increases by \$100,000.

Case Management System

The budget includes \$864,000 for the implementation of a case management system to consolidate and better manage the numerous sources of customer information. Case management systems are business-intelligence-focused software solutions capable of creating, storing, tracking, and searching customer information across numerous divisions within a company and delivering that information directly to employees at their workstations or devices, enabling them to easily, accurately, and securely manage information. Currently, each DHHS division works independently and uses a variety of technologies and processes to document their efforts, including electronic systems, spreadsheets, and paper-based methods.

The acquisition of a case management system for all DHHS divisions will allow employees to better serve Milwaukee County constituents and is expected to enable data analysis to streamline the decision-making process, optimize performance and reduce costs. The total estimated implementation cost is approximately \$4.7 million with \$864,000 of this amount included in the budget for 2018 and project completion anticipated for 2021. The cost of the system is being allocated among all DHHS divisions including BHD.

DHHS (8000) BUDGET

DEPT: DHHS

UNIT NO. 8000
FUND: General - 0001

Strategic Program Area 2: Delinquency & Court Services

Service Provision: Mandated/Committed

Strategic Outcome: Personal Safety

What We Do: Activity Data			
Activity	2016 Actual	2017 Budget	2018 Budget
Number of New Referrals Received	1,955	2,100	2,000
Number of Youth Served in Diversion Alternative Program	27	225	200
Number of Youth Served in the Detention Alternative Programs	1,863	1,900	2,000
Number of Youth Served in Alternative to DOC Program	67	100	100
Number of Youth Served in Type II RTC as DOC Alternative	N/A	N/A	18
Number of Admissions to Juvenile Detention Center	1,878	2,100	2,100
Number of Youth Committed to the Wisconsin Department of Corrections (DOC)	70	104	68
Average Daily Population for Juvenile Correctional Institution (DOC)	81	87	55

How We Do It: Program Budget Summary					
Category	2016 Budget	2016 Actual	2017 Budget	2018 Budget	2018/2017 Var
Expenditures	\$42,520,228	\$50,898,906	\$56,454,406	\$50,832,307	(\$5,622,099)
Revenues	\$29,866,312	\$42,172,753	\$47,784,618	\$42,875,965	(\$4,908,653)
Tax Levy	\$12,653,916	\$8,726,152	\$8,669,788	\$7,956,342	(\$713,446)
FTE Positions	170.5	166	191.67	196	4.33

How Well We Do It: Performance Measures			
Performance Measure	2016 Actual	2017 Budget	2018 Budget
Completion of Diversion Alternative Program	95%	75%	75%
Completion of Detention Alternative Programs	55%	70%	70%
Completion of DOC Alternative Program	63%	70%	70%
Average Rate of Detention (per 100,000 Youth)	97	75	75
Youth Satisfaction with their Human Services Worker	N/A	80%	85%
Family Satisfaction with their Human Services Worker	N/A	80%	85%
Recidivism for Youth on their First Supervision & One Year after the Date of their Court Order/DPA/CD	N/A	N/A	25%

DHHS (8000) BUDGET

DEPT: DHHS

UNIT NO. 8000
FUND: General - 0001

Strategic Overview:

The Delinquency & Court Services Division (DCSD) consists of:

- Administration, which provides administrative oversight, clerical support, grant coordination and quality assurance to all DCSD program areas
- Community-based Alternative Programming which administers services and programs to divert youth from court, detention and the State Department of Corrections (DOC) and provide them the opportunity to become more productive citizens of their communities
- Juvenile Detention Center, which is a 120-bed juvenile detention facility

Strategic Implementation:

Department of Corrections Charges & Youth Aids Revenue

Department of Correction (DOC) Charges are anticipated to decline by approximately \$3.4 million from \$12,371,376 in 2017 to \$9,000,666 in 2018. For 2018, the projected ADP is 55 compared to 87 contained in the 2017 Budget. The 2018 Budget includes a 36 percent JCI rate increase proposed in the State Budget as shown in the chart below.

Youth Aids revenue decreases by \$1,236,186 due to:

- \$687,322 related to adjustments to the Youth Aids contract which is based on a Youth Aids formula weighted on the number of JCI placements and juvenile arrests. This reduction reflects \$354,860 contained in the current 2017 State contract as well as the potential for another reduction of \$332,462 as a result of continued declining JCI placements.
- \$548,864 related to funding for the Corrective Sanctions Program (CSP), a Type 2 program developed to transition youth from a correctional institution to intensive community supervision in a private home with the parents, another family member or in a transitional program. Corrective Sanctions funding is allocated based on each county's usage of CSP slots. Less slots are anticipated to be utilized in 2018 resulting in an equal revenue and expenditure reduction of \$548,864.

	1/1/17- 6/30/17	7/1/17- 12/31/17	2017 Increase		1/1/18- 6/30/18	7/1/18- 12/31/18	2018 Increase	% Increase
JCI Rate	\$292.00	\$391.24	\$99.24		\$391.24	\$398.50	\$106.50	36%

	2017 Projected	2017 Adopted	2018 Requested	Variance '18/17
DOC Charges	\$8,975,316	\$12,371,376	\$9,000,666	(\$3,370,710)
ADP	65	87	55	(32)
Youth Aids Contract	2017 Budget	2017 Contract	2018 Requested	Variance 2018 Budget/2017 Budget
Base Allocation	\$35,649,497	\$35,294,637	\$34,962,175	(\$687,322)
Corrective Sanctions	\$1,000,000	\$1,000,000	\$451,136	(\$548,864)
Total Contract	\$36,649,497	\$36,294,637	\$35,413,311	(\$1,236,186)

Residential Treatment Center

In partnership with the Behavioral Health Division's (BHD) Wraparound Program, DCSD will contract with a provider to

DHHS (8000) BUDGET

DEPT: DHHS

UNIT NO. 8000
FUND: General - 0001

operate a Type II Residential Treatment Center (RTC) anticipated to open in January 2018. The targeted youth for the RTC would be considered high risk to recidivate and in jeopardy of placement in the DOC or youth transitioning out of the detention portion of the Milwaukee County Accountability Program (MCAP) or from DOC. This facility is expected to provide up to 24 slots and will allow more youth to remain in the community with individualized treatment plans as well as assist youth with transitioning out of detention in MCAP back into the community. For 2018, the total cost is anticipated to be \$2.4 million offset with Medicaid and Youth Aids revenues. The cost reflects a gradual transition of youth into the facility with all 24 slots anticipated to be filled by November 1. Approximately, 65 percent of the available slots are anticipated to be filled by Wraparound-eligible youth. The cost of the RTC will now be crosscharged to DCSD by Wrap which reduces the community services contracted expenditure line by \$2.4 million compared to 2017.

New Community-Based Alternative Programming

DCSD is committed to providing community-based programming for youth in the youth justice system that is individualized and meets the unique needs of youth and families. The Youth Employment Program provides training and employment opportunity for youth involved in the youth justice system. The contract for this program increases by \$38,400 for a total contract amount of \$88,400 to reflect additional case management support and to provide an incentive for those youth that complete the training portion of the program.

DCSD assumed responsibility for the supervision and monitoring of youth returning to the community into the Aftercare Program from the Department of Juvenile Corrections effective July 1, 2017. This change allowed DCSD greater control over the types and quality of the services provided as well as the ability to monitor the progress of youth within the Aftercare Program. A total of \$240,000 is budgeted for the Intensive Monitoring Program (IMP) for Aftercare youth in the community that provides all of the regular IMP programming such as individual monitoring at home, community and school, programming, advocacy, etc., along with adding the Global Positioning System monitoring and Juvenile Cognitive Intervention Programming (JCIP). JCIP is a cognitive restructuring and skill building program for youth that is initiated while youth are in the Department of Corrections institution.

Overall, community services spending decreases by a net \$1.5 million due to:

- Elimination of \$400,000 in funding for emergency placement of youth in the Racine County Detention Center. This arrangement was previously utilized on an emergency basis when the Detention Center exceeded capacity.
- Reduction of \$1.1 million to reflect actual spending and executed contracts.

QA Augmentation

Additional staff is allocated to provide oversight and monitoring of contract compliance as well as to support the Residential Treatment Center programming. One FTE of Quality Assurance Specialist is created and one existing FTE of Administrative Coordinator is allocated to provide ongoing quality assurance and quality improvement efforts.

Juvenile Detention Center

DCSD operates a 120-bed Juvenile Detention Center consisting of seven pods staffed by Juvenile Corrections Officers (JCO), JCO Supervisors, nurses, clerical support, Assistant Superintendent and Superintendent. The budget includes a net increase of three Juvenile Correctional Officers (JCO) due to mid-year 2017 reclasses of Control Center Assistant positions which brings the total number of JCOs to 74 FTEs.

Revenue Adjustments

Revenues decline by a total of \$4.9 million in DCSD. In addition to the \$1.2 million in Youth Aids revenue described above, other revenue reductions include \$1.5 million in Basic County Aids Allocation (BCA) which is transferred to the Housing Division to support case management and permanent supportive housing and \$2.2 million in Medicaid revenue. Medicaid revenue is reduced to \$233,136 and budgeted in Wraparound to support the \$2.4 million RTC initiative in 2018.

DHHS (8000) BUDGET

DEPT: DHHS

UNIT NO. 8000
FUND: General - 0001

Strategic Program Area 3: Disabilities Services Division

Service Provision: Mandated/Committed

Strategic Outcome: Self-Sufficiency

What We Do: Activity Data			
Activity	2016 Actual	2017 Budget	2018 Budget
Average Monthly CLTS Clients Waiver & COP	1,292	1,367	1,450
# of Birth to 3 Screenings Completed Referrals	3,827	3,845	4,045
# of Adults & Children Served Under Non-Family Care Purchase Contracts	295	398	425
Information and Assistance Calls Including Callbacks	28,256	28,716	30,000
# of GO Pass Calls	*	**	4,800
% GO Pass Referrals Eligible	*	**	50%
# of Disability Resource Center Referrals Processed	7,322	7,419	8,000
Publicly Funded Long-term Care Enrollments Completed	2,004	1,962	2,500
# of New IDAP Cases	131	**	95

*The Disabilities Service Division assumed responsibility for the GO Pass Program starting in 2017. Therefore, data is not available for 2016 actuals.

**These measures were developed after the 2017 Budget was adopted and therefore, a budgeted number was not determined for 2017.

How We Do It: Program Budget Summary					
Category	2016 Budget	2016 Actual	2017 Budget	2018 Budget	2018/2017 Var
Expenditures	\$17,260,095	\$22,537,100	\$26,773,081	\$21,536,076	(\$5,237,005)
Revenues	\$14,581,387	\$21,507,368	\$24,736,982	\$19,925,753	(\$4,811,229)
Tax Levy	\$2,678,708	\$1,029,732	\$2,036,099	\$1,610,323	(\$425,776)
FTE Positions	68	66	74	74	0

DHHS (8000) BUDGET

DEPT: DHHS

UNIT NO. 8000
FUND: General - 0001

How Well We Do It: Performance Measures			
Performance Measure	2016 Actual	2017 Budget	2018 Budget
Percent of Eligible Children Served by Birth-to-3 Primarily Receiving Services in Natural Environments	95%	100%	100%
Percent of Eligible Children Served by Birth-to-3 Functioning within Age Expectations for Knowledge and Skills at Program Exit	56.8%	59%	59%
# of Milwaukee County Students with a Disability Exiting High School Served by Division who are Employed	40	96	117
MA Match Rate Disability Resource Center	49%	48%	49%
Participants in Supervised Living Options Program Maintaining Independence in Community Living	N/A	90%	90%
DRC Client Satisfaction Survey (on a scale of 1 to 5)	4.44 Average	*	4.8

*This measure was developed after the 2017 Budget was adopted and therefore, a budgeted number for 2017 was not determined.

DHHS (8000) BUDGET

DEPT: DHHS

UNIT NO. 8000
FUND: General - 0001

Strategic Overview:

The Disabilities Services Division (DSD) consists of:

- Administration
- Children's Services
- Adult Services

Services are provided to adults and children with physical and/or intellectual disabilities, which include case management, supportive living options, respite, employment and early intervention services. These services enable people to live in the community as independent as possible and avoid expensive institutional placements. Additionally, DSD is the statutory agency responsible for providing the Adult-At-Risk program which investigates allegations of abuse or neglect for adults with disabilities.

Strategic Implementation:

Adult Services

DSD's Disability Resource Center (DRC) provides services such as information and assistance, options counseling, service access and prevention, disability benefits counseling and Family Care entitlement benefits enrollment. DSD also operates the General Assistance Burials program and the Interim Disability Assistance Program (IDAP).

Children's Services

DSD provides services to children with disabilities and their families. These include an early intervention program for infants, ages birth-to-three, the Children's Long Term Support (CLTS) waiver program and the Community Options Program (COP). These programs provide architectural modifications, educational materials, respite services, transportation and many other supportive services. The service delivery model of these programs centers on addressing the needs of the family in order to create a pathway of independence for their child.

The division's early intervention program is a critical program for parents who have children, ages birth to three, with a developmental delay. It is an educational/therapeutic model that provides support to the family to ensure that the child is meeting its developmental milestones to be ready for transition into the school systems by age three. The division collaborates with all the major hospitals, clinics, pediatricians, day care providers, child protective services and community based agencies to achieve this goal.

Expenditures and revenues decrease by \$5.3 million as a result of a change in the administration of the autism benefit formerly included in the Children's Long Term Support (CLTS) Waiver Program. Autism treatment services are now covered by the Medicaid card benefit and are no longer part of the State/County contract. Children receiving services previously from the County have been converted to the Medicaid card service which is now administered by the State.

Crisis Services

DSD will continue to work with the Behavioral Health Division (BHD) to build a crisis system to support individuals with intellectual disabilities and co-occurring mental health issues. This will be accomplished by working with the community consultation team and a crisis respite residential resource. The goal is to reduce the number of admissions to BHD's Psychiatric Crisis Services (PCS) Unit for individuals who have experienced four or more admissions within a 12-month period and support those individuals who have been relocated into the community through the closure of Hilltop in 2015.

Employment Initiative

In order to provide employment connections to all children with disabilities exiting high school, another DSD initiative is a three-year effort to establish stronger connections with municipalities and their school systems. This involves collaborating with stakeholders to establish job coaches and job developers to educate businesses and to secure employment opportunities. This will enable young adults to participate in employment and focus on their strengths and

DHHS (8000) BUDGET

DEPT: DHHS

UNIT NO. 8000
FUND: General - 0001

not their disabilities. For 2017, DSD anticipated 95 young adults would gain competitive employment and for 2018, DSD is planning for 117 additional individuals to gain employment at competitive wages. A total of \$98,235, the same amount as 2017, is included in the budget for employment initiative contracts.

GO Pass Program

In 2017, DSD assumed responsibility for the administration of the Growing Opportunities (GO) Pass Program from Milwaukee County Transit. The program is now integrated into the Disability Resource and Aging Resource Centers. As part of this change, eligibility for the GO Pass Program was modified to require a financial means and functional criteria determination. The resource centers connect individuals to community services so that they can live independently in the community. In addition, through the assessment conducted for GO Pass, DSD and Aging staff can identify additional services that individuals may qualify for even if they are no longer eligible for GO Pass. The Disability Benefits Specialists within the resource center provide an invaluable service in assisting individuals to gain access to SSI, Social Security Disability, Medicaid or Foodshare.

Administration of the program is supported by four FTEs within DSD and other administrative costs are cost shared with Aging. A total of \$46,000 in anticipated replacement card revenue is included in DSD's budget.

Interim Disability Assistance Program (IDAP)

IDAP is a County-funded program that provides a monthly payment of \$205 to financially needy residents 18 and older and married couples without children who are unable to work due to a disability and have a high probability of receiving federal Supplemental Security Income (SSI). The IDAP payment is issued until SSI eligibility is approved or denied, after which the IDAP payment ends. Currently, there is no limit on the number of months an individual remains on IDAP pending a decision on SSI eligibility. A person awaiting eligibility determination could be on the program for 24 months before an SSI determination is made.

Between 2014 and 2016, the average number of IDAP cases has increased by 83 percent and the total payments have increased by 54 percent. In order to ensure the future sustainability of the program, the number of months an individual can receive IDAP will be limited to 18 months beginning in 2018 and is anticipated to result in a savings of \$80,000 compared to 2017.

DHHS (8000) BUDGET

DEPT: DHHS

UNIT NO. 8000
FUND: General - 0001

Strategic Program Area 4: Housing Division

Service Provision: Committed/Discretionary

Strategic Outcome: Self-Sufficiency/Quality of Life

What We Do: Activity Data			
Activity	2016 Actual	2017 Budget	2018 Budget
Number of Families Receiving Rent Assistance	1,725	1,750	1,900
Number of Households served by Emergency Home Repair program	N/A	25	25
Number of Individuals Placed by Community Intervention Specialist	301	250	250
# of New Homeless Individuals Placements Facilitated by Housing Outreach Services	New for 2017	200	200
# of HOME loan write offs	New for 2017	New for 2017	10
# of Loans Served	New for 2017	600	350
# of Households Served by Construction Services	70	70	70

*These measures were added in mid-2017 and therefore, were not included in the 2017 Budget.

How We Do It: Program Budget Summary					
Category	2016 Budget	2016 Actual	2017 Budget	2018 Budget	2018/2017 Var
Expenditures	\$24,476,578	\$27,354,641	\$27,394,455	\$26,625,975	(\$768,480)
Revenues	\$19,820,610	\$21,211,150	\$22,954,068	\$24,494,896	\$1,540,828
Tax Levy	\$4,655,968	\$6,143,491	\$4,440,387	\$2,131,079	(\$2,309,308)
FTE Positions	35	32	38	38	0

DHHS (8000) BUDGET

DEPT: DHHS

UNIT NO. 8000
FUND: General - 0001

How Well We Do It: Performance Measures			
Performance Measure	2016 Actual	2017 Budget	2018 Budget
Occupancy Rate of Pathways to Permanent Housing	93%	95%	95%
% Individuals Exiting to Permanent Housing in Pathways to Permanent Housing Program	80%	75%	80%
% Individuals Maintaining Permanent Housing in Shelter Plus Care (My Home Program) for 6 Months	98%	90%	90%
Section 8 Management Assessment Program Score (90 = high performer)	96	94	94
% of Chronically Homeless Individuals Placed by Housing Outreach & Maintaining Housing for 12 Months	100%	80%	80%
% of CDBG Funds Committed to Municipalities & Non-Profits	New for 2017*	New for 2017*	80%
% Increase in Income (compared to entry) for Participants Served by Housing Outreach Services (quarterly)	New for 2017*	New for 2017*	70%

*These measures were added in mid-2017 and therefore, were not included in the 2017 Budget.

Strategic Overview:

Housing administers the following programs:

- Special Needs Housing and Homeless Programs
- Housing Choice Voucher Program
- Community Development Block Grant (CDBG)
- HOME/Home Repair loans
- Housing Outreach Services

DHHS (8000) BUDGET

DEPT: DHHS

UNIT NO. 8000
FUND: General - 0001

Strategic Implementation:

Housing First Initiative

Housing First is based on the concept that a homeless individual or household's first and primary need is to obtain stable housing. With the launch of this initiative in 2015, the Housing Division has been working in collaboration with DSD, BHD, City of Milwaukee, Milwaukee Police Department and its network of providers to house many additional homeless individuals and families through the existing Section 8 program. A majority of these individuals need case management services in order to be successful in permanent housing. Through the addition of wraparound services, individuals tend to be far more successful in maintaining their permanent housing unit. Nationally, the availability of these services has shown to dramatically reduce expensive public service costs such as emergency room visits, inpatient psychiatric hospitalizations, police time, and court appearances. The budget of \$1.5 million reflects a continuation of these services with the goal of ending chronic homelessness in 2018.

Housing First Permanent Housing Project

Due to HUD's continued preference on funding permanent housing and the Housing Division's success with its Housing First Initiative, the Safe Haven Program is converted into a new Housing First Permanent Housing Project. This project will place at least 40 homeless individuals into scattered site housing of their choice with case management attached. HUD funding for the new initiative will be identical to the amount previously awarded to Safe Haven which was approximately \$400,000.

Safe Haven serves 23 individuals at a time, with a total of between 70 to 80 people annually, and the average length of stay is about six months. Transitioning to a permanent housing program provides 40 individuals/families with housing on an ongoing basis. For those individuals currently participating in Safe Haven, the Housing Division is working to transition them into a permanent housing project or identify an interim location if they are waiting to be approved for housing.

MacArthur Foundation Safety and Justice Initiative

Through a collaborative effort with the Milwaukee County Circuit Court, BHD and a number of other stakeholders, the Housing Division will assist in an effort to safely reduce the County's jail population by diverting individuals with mental health and substance abuse issues to prevention alternatives. This approach will allow data to be shared across agencies and provide law-enforcement with enhanced resources and alternatives other than arrest and jail. This initiative provides \$70,000 in additional grant funding in 2018 to offset staff costs.

Crisis and Targeted Case Management Billing Revenue

The 2018 budget includes \$100,000 of additional revenue as the Housing Division will begin to capture Medicaid dollars for various case management services. This will occur in the Special Needs Housing area as well as in Outreach Services.

Real Estate Development

The Housing Division will begin to co-develop real estate and provide consultation services in 2018 to generate additional revenue. This will primarily focus around the development of affordable housing throughout Milwaukee County. Additional revenue of \$100,000 is included in the 2018 budget.

Homeless Outreach PATH Grant

Beginning in 2017, the State awarded the Housing Division the Projects for Assistance in Transition from Homelessness (PATH) funding to conduct homeless outreach. This program continues in 2018 with \$80,000 which is used to support the cost of an existing Community Intervention Specialist.

Basic County Aids (BCA) Revenue

DHHS receives approximately \$10 million in BCA revenue from the State to support its programs. In order to maximize revenue within DHHS, \$1.5 million in BCA is allocated to the Housing Division from DCSD in order to support case management and permanent supportive housing contracts.

Emergency Shelter Care

Emergency shelter care is funding remains level with a total of \$718,000 budgeted.

DHHS (8000) BUDGET

DEPT: DHHS

UNIT NO. 8000
FUND: General - 0001

Housing Contract Reductions

Due to fiscal constraints, the budget includes a reduction of \$177,273 for the supported apartment program. The focus of the Housing Division continues to be the best practice model of permanent supportive housing and the supported apartment model of shared units is outdated. In addition, the budget reduces veteran's case management by \$40,000 and Housing First case management by \$55,000 as it is anticipated that there is currently enough capacity in the system to absorb these reductions.

DHHS (8000) BUDGET

DEPT: DHHS

UNIT NO. 8000
FUND: General - 0001**DHHS Budgeted Positions**

Job Title	2017 Adopted FTE	2018 FTE	2017/2018 Variance	Explanation
Accountant 3	1.00	1.00	0.00	
Accounting Coordinator - DHHS	1.00	1.00	0.00	
Admin Assistant 2 Accts Receivable	1.00	1.00	0.00	
Admin Coordinator Alcohol Drug Program	1.00	1.00	0.00	
Administrative Coordinator	3.00	3.00	0.00	
Administrative Assistant DHHS IT	0.00	1.00	1.00	2017 DCSD Mid-Year Create
Administrator Contracts	1.00	1.00	0.00	
Administrator Delinquency Courts	1.00	1.00	0.00	
Administrator Disability Services	1.00	1.00	0.00	
Administrator Housing	1.00	1.00	0.00	
Analyst IT-	1.00	0.00	(1.00)	2017 DCSD Mid-Year Abolishment
Assistant Administrative-	2.00	1.00	(1.00)	2017 DCSD Position Retitle
Assistant Administrative-	2.00	3.00	1.00	2017 DCSD Position Retitle
Assistant Administrator - DCSD	0.00	1.00	1.00	2017 Mid-Year Reclass from Grant Coordinator to Assistant Admin DCSD
Asst Housing And Dev Coordinator	1.00	1.00	0.00	
Asst Superintendent Juvenile Detention	1.00	1.00	0.00	
Clerical Assistant 1	4.00	4.00	0.00	
Clerical Assistant 2	6.00	6.00	0.00	
Clerical Spec DHS	2.00	2.00	0.00	
Community Intervention Spec	5.00	8.00	3.00	1 Mid-Year 2017 Create; 2 Reclassed in 2017 from Housing Navigator - Housing
Contract Service Coordinator	5.00	4.00	(1.00)	2018 MSD Abolishment
Contract Manager	0	1	1	2018 MSD Create
Control Center Assistant	8.00	5.00	(3.00)	2017 DCSD Mid-Year Reclasses to Juvenile Correction Officer
Custody Placement Specialist	1.00	1.00	0.00	
Deputy Administrator Disability	1.00	0.00	(1.00)	2018 DSD Abolishment
Deputy Director DHHS	1.00	1.00	0.00	
Director Strategic Initiatives	1.00	1.00	0.00	
Disabilities Benefits Specialist	5.00	5.00	0.00	
Disabilities Services Coordinator	4.00	5.00	1.00	Created Under Res. File No. 16-182 in DSD (budget adjusted to reconcile to HR Position Control)
Energy Assistant Program Int	1.00	1.00	0.00	

DHHS (8000) BUDGET

DEPT: DHHS

UNIT NO. 8000
FUND: General - 0001

DHHS Budgeted Positions				
Job Title	2017 Adopted FTE	2018 FTE	2017/2018 Variance	Explanation
Energy Assistant Program Specialist	2.00	2.00	0.00	
Evaluator Housing Program	1.00	1.00	0.00	
Exec Dir Health Human Services	1.00	1.00	0.00	
Fiscal Coordinator DSD	1.00	1.00	0.00	
Fiscal Management Analyst 3	1.00	1.00	0.00	
Fiscal Specialist	1.00	1.00	0.00	
Fiscal Assistant 2 NM	2.00	2.00	0.00	
Grant Coordinator	1.00	0.00	(1.00)	2017 Mid-Year Reclass from Grant Coordinator to Asst Admin DCSD
Housing Inspector Rent Assistance	2.00	2.00	0.00	
Housing Inspector	2.00	1.00	(1.00)	2018 Housing Abolishment
Housing Program Analyst	1.00	1.00	0.00	
Housing Prog Assistant Rent Asst	5.00	5.00	0.00	
Housing Program Asst Spec Needs	4.00	3.00	(1.00)	2017 Mid-Year Reclass from Housing Prog Asst SN to Specialist Housing Intake
Housing Program Manager BH-	1.00	1.00	0.00	
Housing Program-Manager-	3.00	3.00	0.00	
Hum Service Worker-Juvenile Justice	61.00	63.00	2.00	Annualize 2017 DCSD Mid-Year Create
Hum Service Worker-Juvenile Justice BL Span	2.00	2.00	0.00	
Human Service Worker	37.00	37.00	0.00	
Human Service Worker BI Sp	8.00	8.00	0.00	
Human Services Supervisor	7.67	8.00	0.33	Annualize 2017 DCSD Mid-Year Create
Info System Applications Spec CC	1.00	1.00	0.00	
Juvenile Corrections Officer	68.00	71.00	3.00	2017 DCSD Reclasses from Control Center Asst
Juvenile Corrections Officer BI S	3.00	3.00	0.00	
Manager Outreach Services-	1.00	1.00	0.00	
Manager SAMHSA-Housing	1.00	1.00	0.00	
Management Assistant - DHHS	1.00	1.00	0.00	
Navigator Housing-	2.00	0.00	(2.00)	Reclassified in 2017 to Community Intervention Specialist in Housing
Office Support Assistant 2	6.00	6.00	0.00	
Office Support Assistant 2 BI	1.00	1.00	0.00	
Program Coordinator - ASD	1.00	1.00	0.00	
Program Coordinator - Res Center	1.00	1.00	0.00	
Program Manager Childrens' Services	1.00	1.00	0.00	
Psych Social Worker	1.00	1.00	0.00	
Quality Assurance Coord - DHHS	1.00	1.00	0.00	
Quality Assurance Spec DHHS	1.00	1.00	0.00	
Quality Assurance Specialist	2.00	3.00	1.00	2018 DCSD Create
Quality Strategist	1.00	1.00	0.00	

DHHS (8000) BUDGET

DEPT: DHHS

UNIT NO. 8000
FUND: General - 0001

DHHS Budgeted Positions				
Job Title	2017 Adopted FTE	2018 FTE	2017/2018 Variance	Explanation
Resource Center Manager – Disabilities	1.00	1.00	0.00	
RN 1	3.00	3.00	0.00	
RN 2	1.00	1.00	0.00	
RN 3 - DSD	2.00	2.00	0.00	
Section Manager	2.00	3.00	1.00	2017 DCSD Mid-Year Create
Service Support Specialist	2.00	2.00	0.00	
Specialist Housing Intake	0.00	1.00	1.00	2017 Mid-Year Reclass from Housing Program Asst SN to Specialist Housing Intake
Senior Analyst Budget & Management	1.00	1.00	0.00	
Senior Assistant Executive	1.00	1.00	0.00	
Stores And Distribution Asst 1	1.00	1.00	0.00	
Superintendent Juvenile Detent	1.00	1.00	0.00	
Supervisor Juvenile Corr Officer	7.00	7.00	0.00	
Supervisor Office Management	1.00	1.00	0.00	
Unit Supervisor - LTS	3.00	3.00	0.00	
Total	324.67	329.00	4.33	